



IOT Distributed Services  
SLA Compliance  
Enterprise Level Agreements  
For April 2011

Service Level Agreement	Target Performance	Current Performance
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Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	94%	
Call Abandonment Rate	Less than 5% Abandoned	2%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	100%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	96%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	90%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	98%	

Account Management (general)	8 Business Hours	99.2%		3957
Applications	16 Business Hours	96.9%		1594
Data Management	32 Business Hours	97.3%		150
Database	32 Business Hours	100%		35
Hardware	40 Business Hours	97.6%		1631
Operating System	24 Business Hours	96.4%		83
Telecomm	12 Business Hours	98.9%		445

Major Issues

Weather Related Network

Network Availability

CAN Availability ( Campus Area )	99.9% Availability	100%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	100%	
VPN Availability	99.9% Availability	99.6%	
WAN Availability ( Remote Sites )	98.9% Availability	99.7%	

Server and Storage Administration

Overall Average Windows Server Availability				99.9%	
Citrix Server Availability	99.9% Availability	100%			
E-Mail Server Availability	99.9% Availability	100%			
Shared File Server Availability	99.9% Availability	99.9%			
SQL Server Availability	99.9% Availability	99.9%			
Web/App Server Availability	99.9% Availability	99.9%			
Overall Average Mainframe Availability				99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%			
IMS Region Availability	99.9% Availability	99.9%			
DB2 Connect Availability	99.9% Availability	99.9%			

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98.0% )	123	99%	
New Network Account Requests	Creation Within 2 Business Days ( 99.0% )	737	99%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days ( 98.0% )	26	96%	
Peripheral and Software Installation	Installation Within 3 Business Days ( 98.0% )	310	99%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 5/2/2011